

In January the Commission Office issued an On-line survey to designated brokers across the state on the subject of Broker-Approved Training (BAT). The eleven-question survey asked if BAT was easy to initiate, or if brokers preferred other methods of meeting continuing education requirements. Survey questions also addressed availability of presenters and preferred topics.

Responses to the survey, while anonymous, were divided into the three legislative regions of the state. Differences in the responses by region were fairly small. The survey results follow this cover sheet and are divided by Regions 1, 2, and 3.

Q1 I understand the process of getting Broker Approved Training approved and offering it to my licensees.

Answered: 44 Skipped: 2

	Strongly Agree	Agree	No opinion or uncertain	Disagree	Strongly Disagree	Total	Weighted Average
(no label)	13.64%	34.09%	36.36%	11.36%	4.55%	44	2.59
	6	15	16	5	2		

Q2 I know how to approve my licensees to received credit for attending a Broker Approved Training course provided by another entity.

Answered: 44 Skipped: 2

	Strongly Agree	Agree	No opinion or uncertain	Disagree	Strongly Disagree	Total	Weighted Average
(no label)	13.64%	29.55%	40.91%	11.36%	4.55%	44	2.64
	6	13	18	5	2		

Q3 The process of providing Broker Approved Training is complicated and/or cumbersome.

Answered: 45 Skipped: 1

	Strongly Agree	Agree	No opinion or uncertain	Disagree	Strongly Disagree	Total	Weighted Average
(no label)	8.89%	28.89%	53.33%	6.67%	2.22%	45	2.64
	4	13	24	3	1		

Q4 If so, why:

Answered: 12 Skipped: 34

#	Responses	Date
1	Complex process to address diverse needs. A practice which was easier when informal. Now needed or not you are forced to put a round peg in a square hole. Responsible Brokers have always found ways to improve their licensees without this requirement.	1/22/2015 5:41 AM
2	is this required?	1/21/2015 9:48 PM
3	No licensees but myself	1/21/2015 4:46 PM
4	I have just received my broker's license and have not looked into this yet.	1/21/2015 3:11 PM
5	Not sure where on the website to look.	1/21/2015 2:21 PM
6	I have had no licensees since 1999 and doubt I will ever again	1/21/2015 1:17 PM
7	Every agent's broker has to sign individual permissions and often times they don't have enough time to sign and get it back	1/21/2015 1:09 PM

8	I think the forms are confusing of what needs to be done, when and why. I suppose it's easier if done often but with Broker credits I don't look at forms that often. I thought CE credit renewal forms were confusing and I had to call Commission a couple of times for clarification. Yes, I find the entire process cumbersome.	1/21/2015 12:34 PM
9	It is a waste of time.	1/21/2015 11:59 AM
10	The cost of education and providing same is being driven by politicians/ bureaucrats trying to justify their existence.	1/21/2015 11:54 AM
11	Requirements are unclear	1/21/2015 11:20 AM
12	if you don't do it very often you have to re-learn how everytime	1/21/2015 11:13 AM

Q5 I appreciate the opportunity to select and approve the subject matter for my affiliated licensees regarding Broker Approved Training.

Answered: 44 Skipped: 2

	Strongly Agree	Agree	No opinion or uncertain	Disagree	Strongly Disagree	Total	Weighted Average
(no label)	13.64%	45.45%	34.09%	2.27%	4.55%	44	2.39
	6	20	15	1	2		

Q6 I don't care to direct my affiliated licensees' professional development through the Broker Approved Training process and simply let them take traditional CE to meet the educational requirement.

Answered: 44 Skipped: 2

	Strongly Agree	Agree	No opinion or uncertain	Disagree	Strongly Disagree	Total	Weighted Average
(no label)	11.36%	38.64%	29.55%	13.64%	6.82%	44	2.66
	5	17	13	6	3		

Q7 I would like to see more information available for Broker Approved Training courses.

Answered: 46 Skipped: 0

	Strongly Agree	Agree	No opinion or uncertain	Disagree	Strongly Disagree	Total	Weighted Average
(no label)	10.87%	41.30%	41.30%	4.35%	2.17%	46	2.46
	5	19	19	2	1		

Q8 I receive too many Broker Approved Training offers.

Answered: 45 Skipped: 1

	Strongly Agree	Agree	No opinion or uncertain	Disagree	Strongly Disagree	Total	Weighted Average
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(no label)	2.22%	4.44%	53.33%	28.89%	11.11%		
	1	2	24	13	5	45	3.42

Q9 I have in-house educators or other live presenters available for Broker Approved Training.

Answered: 44 Skipped: 2

	Strongly Agree	Agree	No opinion or uncertain	Disagree	Strongly Disagree	Total	Weighted Average
(no label)	0.00%	11.36%	34.09%	34.09%	20.45%		
	0	5	15	15	9	44	3.64

Q10 I would use live webinars for Broker Approved Training if available.

Answered: 46 Skipped: 0

	Strongly Agree	Agree	No opinion or uncertain	Disagree	Strongly Disagree	Total	Weighted Average
(no label)	17.39%	34.78%	36.96%	6.52%	4.35%		
	8	16	17	3	2	46	2.46

Q11 A topic I would like to see offered for Broker Approved Training would be:

Answered: 14 Skipped: 32

#	Responses	Date
1	Uses of electronic signatures	1/24/2015 3:13 PM
2	Anything with an R rating	1/22/2015 2:01 PM
3	Auction of real estate	1/22/2015 11:15 AM
4	not aware of any needs	1/21/2015 9:48 PM
5	Auctions	1/21/2015 6:22 PM
6	No opinion	1/21/2015 4:46 PM
7	Contract Law	1/21/2015 3:59 PM
8	agents you are a service oriented business	1/21/2015 3:37 PM
9	Financing; appraisal; technology; Craig Larabee classes	1/21/2015 1:09 PM
10	Commercial transactions	1/21/2015 12:33 PM
11	Dual Agency topics	1/21/2015 11:54 AM
12	Farms, farmland sales and management topics	1/21/2015 11:44 AM
13	Filling out the forms correctly.	1/21/2015 11:16 AM
14	ethics	1/21/2015 11:13 AM

Q1 I understand the process of getting Broker Approved Training approved and offering it to my licensees.

Answered: 49 Skipped: 0

	Strongly Agree	Agree	No opinion or uncertain	Disagree	Strongly Disagree	Total	Weighted Average
(no label)	14.29% 7	32.65% 16	28.57% 14	18.37% 9	6.12% 3	49	2.69

Q2 I know how to approve my licensees to received credit for attending a Broker Approved Training course provided by another entity.

Answered: 49 Skipped: 0

	Strongly Agree	Agree	No opinion or uncertain	Disagree	Strongly Disagree	Total	Weighted Average
(no label)	10.20% 5	36.73% 18	30.61% 15	18.37% 9	4.08% 2	49	2.69

Q3 The process of providing Broker Approved Training is complicated and/or cumbersome.

Answered: 49 Skipped: 0

	Strongly Agree	Agree	No opinion or uncertain	Disagree	Strongly Disagree	Total	Weighted Average
(no label)	10.20% 5	12.24% 6	53.06% 26	18.37% 9	6.12% 3	49	2.98

Q4 If so, why:

Answered: 11 Skipped: 38

#	Responses	Date
1	very much needed	1/23/2015 1:26 PM
2	Lead time and qualifying the instructors	1/22/2015 12:23 PM
3	Why can't the providers just get CE approved directly (just like any other CE course), rather than having to go through the brokers?	1/21/2015 3:34 PM
4	Not clear enough	1/21/2015 3:32 PM
5	I have no associate brokers	1/21/2015 1:45 PM
6	I wish my staff could send in the certificates all at once. the current rules require each to send their completion certificate separately. Inefficient. I wish there was a little flexibility in the timing. If you are one day late or have to redo something, you are out of luck.	1/21/2015 1:32 PM
7	Approval process difficult and too long	1/21/2015 12:30 PM

8	Confuses agents about reason or usefulness	1/21/2015 12:20 PM
9	My agents take many courses given by the International Right of Way Association which are geared to 100% of our work.	1/21/2015 12:03 PM
10	I really don't know a thing about the process and haven't had the time or necessity to investigate it.	1/21/2015 11:49 AM
11	Should be more electronic, less actual paper.	1/21/2015 11:16 AM

Q5 I appreciate the opportunity to select and approve the subject matter for my affiliated licensees regarding Broker Approved Training.

Answered: 48 Skipped: 1

	Strongly Agree	Agree	No opinion or uncertain	Disagree	Strongly Disagree	Total	Weighted Average
(no label)	18.75%	47.92%	25.00%	4.17%	4.17%	48	2.27
	9	23	12	2	2		

Q6 I don't care to direct my affiliated licensees' professional development through the Broker Approved Training process and simply let them take traditional CE to meet the educational requirement.

Answered: 49 Skipped: 0

	Strongly Agree	Agree	No opinion or uncertain	Disagree	Strongly Disagree	Total	Weighted Average
(no label)	8.16%	20.41%	24.49%	38.78%	8.16%	49	3.18
	4	10	12	19	4		

Q7 I would like to see more information available for Broker Approved Training courses.

Answered: 49 Skipped: 0

	Strongly Agree	Agree	No opinion or uncertain	Disagree	Strongly Disagree	Total	Weighted Average
(no label)	10.20%	46.94%	32.65%	6.12%	4.08%	49	2.47
	5	23	16	3	2		

Q8 I receive too many Broker Approved Training offers.

Answered: 49 Skipped: 0

	Strongly Agree	Agree	No opinion or uncertain	Disagree	Strongly Disagree	Total	Weighted Average
(no label)	4.08%	2.04%	38.78%	48.98%	6.12%	49	3.51
	2	1	19	24	3		

Q9 I have in-house educators or other live presenters available for Broker Approved Training.

Answered: 48 Skipped: 1

	Strongly Agree	Agree	No opinion or uncertain	Disagree	Strongly Disagree	Total	Weighted Average
(no label)	0.00% 0	16.67% 8	33.33% 16	29.17% 14	20.83% 10	48	3.54

Q10 I would use live webinars for Broker Approved Training if available.

Answered: 48 Skipped: 1

	Strongly Agree	Agree	No opinion or uncertain	Disagree	Strongly Disagree	Total	Weighted Average
(no label)	12.50% 6	50.00% 24	22.92% 11	8.33% 4	6.25% 3	48	2.46

Q11 A topic I would like to see offered for Broker Approved Training would be:

Answered: 14 Skipped: 35

#	Responses	Date
1	Anything having to do with selling land	1/24/2015 10:41 AM
2	ethics	1/23/2015 1:26 PM
3	Professionalism	1/22/2015 12:23 PM
4	No comment	1/21/2015 6:27 PM
5	Contracts, now you have it signed lets close	1/21/2015 4:52 PM
6	Ethics, Moral Responsibility, Common Sense Practices...or maybe those are topics for another setting.	1/21/2015 3:34 PM
7	Property Inspections for Commercial Buildings	1/21/2015 3:32 PM
8	Property Management beyond 101 course level	1/21/2015 2:40 PM
9	University courses to avoid Broker Approved Training	1/21/2015 2:06 PM
10	What is the point of broker approved training?	1/21/2015 1:35 PM
11	Discussion on usefulness of this additional requirement.	1/21/2015 12:20 PM
12	Easements, Zoning, Eminent Domain.	1/21/2015 12:03 PM
13	Anything property management related	1/21/2015 11:27 AM
14	Ethics - Commercial Real Estate	1/21/2015 11:18 AM

Q1 I understand the process of getting Broker Approved Training approved and offering it to my licensees.

Answered: 63 Skipped: 0

	Strongly Agree	Agree	No opinion or uncertain	Disagree	Strongly Disagree	Total	Weighted Average
(no label)	7.94% 5	34.92% 22	38.10% 24	11.11% 7	7.94% 5	63	2.76

Q2 I know how to approve my licensees to received credit for attending a Broker Approved Training course provided by another entity.

Answered: 63 Skipped: 0

	Strongly Agree	Agree	No opinion or uncertain	Disagree	Strongly Disagree	Total	Weighted Average
(no label)	7.94% 5	28.57% 18	41.27% 26	12.70% 8	9.52% 6	63	2.87

Q3 The process of providing Broker Approved Training is complicated and/or cumbersome.

Answered: 63 Skipped: 0

	Strongly Agree	Agree	No opinion or uncertain	Disagree	Strongly Disagree	Total	Weighted Average
(no label)	4.76% 3	26.98% 17	52.38% 33	14.29% 9	1.59% 1	63	2.81

Q4 If so, why:

Answered: 16 Skipped: 47

#	Responses	Date
1	I do not know the range of programs that can be used	1/27/2015 4:20 PM
2	You do not consider the smaller offices and there ability to offer this opportunity,	1/21/2015 10:27 PM
3	To small of office.	1/21/2015 5:14 PM
4	To be certain that I am doing it correctly	1/21/2015 5:02 PM
5	To make sure training material worth while.	1/21/2015 4:34 PM
6	Do not offer	1/21/2015 3:29 PM
7	Doing your job.	1/21/2015 3:00 PM
8	With only 4 associates, it is easier for me to send them to contin ed classes.	1/21/2015 2:56 PM
9	Small firm, not really understanding what I can provide for training?	1/21/2015 1:15 PM

10	Why is the my question. Why are we doing this.	1/21/2015 1:02 PM
11	It's a joke. Just say they need 18 hours and call it a day.	1/21/2015 12:43 PM
12	It is setup for large offices that have many agents.	1/21/2015 11:59 AM
13	TO MANY HOOPS TO JUMP FOR PRESENTER	1/21/2015 11:58 AM
14	I am not sure of what all has to be done. I understand why a broker would want certain classes for thier licensees.	1/21/2015 11:47 AM
15	Paperwork, would like to see an online option	1/21/2015 11:37 AM
16	We are an extremely small office and don't fully understand this. It would most likely be beneficial to the large offices with multiple agents.	1/21/2015 11:31 AM

Q5 I appreciate the opportunity to select and approve the subject matter for my affiliated licensees regarding Broker Approved Training.

Answered: 63 Skipped: 0

	Strongly Agree	Agree	No opinion or uncertain	Disagree	Stongly Diagree	Total	Weighted Average
(no label)	4.76% 3	44.44% 28	42.86% 27	3.17% 2	4.76% 3	63	2.59

Q6 I don't care to direct my affiliated licensees' professional development through the Broker Approved Training process and simply let them take traditional CE to meet the educational reuirement.

Answered: 61 Skipped: 2

	Strongly Agree	Agree	No opinion or uncertain	Disagree	Strongly Disagree	Total	Weighted Average
(no label)	21.31% 13	24.59% 15	40.98% 25	11.48% 7	1.64% 1	61	2.48

Q7 I would like to see more information available for Broker Approved Training courses.

Answered: 63 Skipped: 0

	Strongly Agree	Agree	No opinion or uncertain	Disagree	Strongly Disagree	Total	Weighted Average
(no label)	11.11% 7	34.92% 22	39.68% 25	11.11% 7	3.17% 2	63	2.60

Q8 I receive too many Broker Approved Training offers.

Answered: 63 Skipped: 0

	Strongly Agree	Agree	No opinion or uncertain	Disagree	Strongly Disagree	Total	Weighted Average
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(no label)	3.17%	4.76%	47.62%	33.33%	11.11%	63	3.44
	2	3	30	21	7		

Q9 I have in-house educators or other live presenters available for Broker Approved Training.

Answered: 62 Skipped: 1

	Strongly Agree	Agree	No opinion or uncertain	Disagree	Strongly Disagree	Total	Weighted Average
(no label)	1.61%	3.23%	20.97%	46.77%	27.42%	62	3.95
	1	2	13	29	17		

Q10 I would use live webinars for Broker Approved Training if available.

Answered: 63 Skipped: 0

	Strongly Agree	Agree	No opinion or uncertain	Disagree	Strongly Disagree	Total	Weighted Average
(no label)	7.94%	31.75%	25.40%	26.98%	7.94%	63	2.95
	5	20	16	17	5		

Q11 A topic I would like to see offered for Broker Approved Training would be:

Answered: 16 Skipped: 47

#	Responses	Date
1	Proper procedures for completing Purchase Agreements	1/29/2015 9:00 AM
2	Ne License Law as a refresher	1/27/2015 8:51 PM
3	How to stay out of trouble	1/27/2015 12:23 PM
4	1031 Exchanges, more rural & commercial courses rather than everything geared toward residential sales.	1/22/2015 4:07 PM
5	Agency	1/22/2015 8:00 AM
6	A 15 minute ethics course.	1/21/2015 10:27 PM
7	Going green	1/21/2015 4:34 PM
8	double agency	1/21/2015 2:56 PM
9	Time management, positive attitude, goals	1/21/2015 1:53 PM
10	Agency - Writting contracts - Fair housing	1/21/2015 1:15 PM
11	n/a	1/21/2015 1:02 PM
12	Termite education	1/21/2015 12:50 PM
13	Not applicable, as I do not engage in Broker Approved Training.	1/21/2015 12:12 PM
14	Updates on recent changes in law and upcoming changes.	1/21/2015 11:59 AM
15	N.A.	1/21/2015 11:47 AM
16	How to operate a one person office!	1/21/2015 11:22 AM